

**Information Organization, Usability, Currency & Accessibility (IOUCA)
Meeting Minutes**

Date: July 25, 2006

Time: 9:00 – 11:00 a.m.

Location: LC II, Room 340

Attendees:

<input checked="" type="checkbox"/> Linda Aguilar (DHS)	<input type="checkbox"/> Neal Albritton (DOR)	<input type="checkbox"/> Shayn Anderson (EDD)
<input checked="" type="checkbox"/> Steve Branson (DHS)	<input type="checkbox"/> Donna Freeman (FTB)	<input type="checkbox"/> Theresa Giles (DHS)
<input type="checkbox"/> Jennifer Harper (DHS)	<input type="checkbox"/> Jeff Hillard (CDFA)	<input checked="" type="checkbox"/> John Jewell (CSL)
<input checked="" type="checkbox"/> Patrick Johnson (DOR)	<input type="checkbox"/> Bill Kodani (DOT)	<input type="checkbox"/> Richard Lehman (CEAP)
<input type="checkbox"/> Lee Macklin	<input checked="" type="checkbox"/> Anamarie Malone (DTS)	<input checked="" type="checkbox"/> Liz Mechem (Insurance)
<input checked="" type="checkbox"/> Frank Montez (DHS)	<input checked="" type="checkbox"/> Claudina Nevis (SCIO)	<input type="checkbox"/> Sally Nietering (POST)
<input checked="" type="checkbox"/> Joni Ogata (DMHC)	<input checked="" type="checkbox"/> Kristine Ogilvie (CSL)	<input checked="" type="checkbox"/> Bill Passavant (DSS)
<input type="checkbox"/> Rob Quigley (SCIO)	<input checked="" type="checkbox"/> John Quijada (DMV)	<input checked="" type="checkbox"/> Deborah Schwartz (CRB)
<input checked="" type="checkbox"/> Brenda Washington (DHS)	<input type="checkbox"/> Morris Weisbart (CDFA)	

Previous Minutes and Action Items

Debbie Schwartz

The meeting minutes for July 18th were approved with no changes.

Webmasters Meeting (July 28, 2006)

Claudina Nevis/John Jewell

IT Council (ITC) will be meeting from 10:00 a.m. – 2:30 p.m. The Webmasters Meeting will follow from 2:30 – 4:30. Clark plans to ask ITC to adopt the first three recommendations.

The Webmasters meeting is scheduled from 2:30 – 4:30 p.m. It is not decided how much time will be allotted for the IOUCA recommendations. The original schedule provided 45 minutes; however, the agenda has shifted more to Clark's message and direction. At this time, it looks like IOUCA will have approximately five minutes per recommendation, followed by five minutes for questions and answers. Presenters will be:

- Accessibility: Neal (if available) with John as backup
- Usability: Donna with Kris as backup
- Separating Content from Presentation: Debbie or Steve

Presentations need to be finalized by close of business on Wednesday and sent to Anamarie by 9:00 a.m. on Thursday for posting to the State CIO website.

Claudina has asked the IOUCA members to sit at the front of the auditorium; seating will be reserved.

Brenda will be unable to greet attendees as planned; Bill Passavant volunteered to take her place.

Portal Redesign Project (PRP)

Steve Rushing

Thursday's HFI presentation has been cancelled. HFI will present their findings at the IT Council meeting Friday morning and at the Webmasters meeting Friday afternoon.

Release of the new look and feel is planned for September 15; PRP is not sure if they will meet that date. Steve noted that they had planned to replace the current search engine with Google by September 15; however there are some procurement issues with Google may delay implementation. Patrick noted there are also some accessibility issues with Google that need to be addressed.

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PRP has released a bid to hire an integrator for the portal infrastructure. For internal reasons, the bid was cancelled and reissued last week.

Based on the final recommendations by HFI, DTS plans to prepare some designs to share with Webmasters in August to gather feedback. August 10th may be premature; DTS will let us know if the date is changed.

Issue: Google and Accessibility **Neal Albritton**

Running Google against WebXact (formerly Bobby) exposes some accessibility problems; it indicates serious errors on Level 1 and failure of Level 2. A meeting with Google to discuss these issues has been scheduled for August 17, 2006. This will be an executive level meeting, not a technical meeting. The problem is not with the search engine, but with the way the results appear on the page and with the search box.

Issue: Adobe and Accessibility **Neal Albritton**

A technical meeting with Adobe has been scheduled for August 16th at 10:00 a.m. in the Redwood Room at Department of Rehabilitation (DOR). Patrick will check if the IOUCA members are invited. The objective of the meeting is for Adobe to demonstrate how their product can be made accessible.

State CIO Website Redesign: Proof of Concept **Claudina Nevis**

The group is meeting and the charter is in draft. We will communicate progress to the IOUCA. The purpose of the proof of concept is to validate adopted IOUCA recommendations and to form a model team to validate the World Class Web Design Team recommended by HFI.

HFI Recommendations **Debbie Schwartz**

Steve Rushing will verify that Neal has met with HFI to ensure that their recommendations are in alignment with California's accessibility standards. The team has not received a copy of the recommendations and has not had a chance to review. Debbie will distribute the recommendations for IOUCA review.

DMV Review of Separating Content from Presentation **John Quijada**

DMV's web development team reviewed the recommendation for separating content from presentation. They had few issues with the recommendation. John Quijada will send the written notes to Debbie. They did note that DMV will have problems complying because they are using Netscape 4.7 in their field offices and operations areas. They will need to develop a work-around and would like to see language added addressing work-arounds. There was concern that the template language was vague. They asked that under Barriers/Time & Resources, we note that time can be reduced further if the new style sheets use the same identifiers as the old style sheets wherever feasible.

Issue: Do we need an exemption process for old browsers?

People use old browsers; we will need to either set limits on what browsers to support or to develop work-arounds to accommodate older browsers. It was noted that old browsers still render content, it just doesn't look the same.

ACTION: Write a 1-2 page issue paper outlining the implications and possible solutions of CSS and browser compatibility.

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ACTION: Assess the DOR and DHS websites using an old browser; these departments may have found solutions to the issue of CSS compatibility with old browsers.

Assigned To: John Quijada

Due: August 1, 2006

Next Steps

Kris Ogilvie, Debbie Schwartz

Next IOUCA Meeting: August 1, 2006

Library & Courts II, 900 N Street, Room 340

9:00 – 11:00 a.m.

Action Items

Debbie Schwartz

ACTION: Write a 1-2 page issue paper outlining the implications and possible solutions of CSS and browser compatibility.

ACTION: Assess the DOR and DHS websites using an old browser; these departments may have found solutions to the issue of CSS compatibility with old browsers.

Assigned To: John Quijada

Due: August 1, 2006

ACTION: The working group discussed the need for a broader implementation plan than what is contained in the recommendation. It was felt that integrated document with next steps should be developed to guide implementation of the recommended standards. John and Debbie will work on this offline.

Assigned To: Debbie Schwartz, John Jewell

Due: August 1, 2006 (Update)

Update: In progress.

ACTION: Follow up on the feasibility of using Executive Institute as a vehicle for ongoing training for executives.

Assigned To: Claudina Nevis and Liz Mecham

Due: August 1, 2006 (Update)

Update: Claudina and Liz will determine how Executive Institute could serve as a vehicle for ensuring that executive management understands the business needs for accessible, usable websites as well as what needs to be done to achieve this.

ACTION: Discuss a process for disseminating information to content providers and webmasters quickly. Prepare a plan to establish ongoing communication with webmasters.

Assigned To: John Jewell

Due: August 1, 2006 (Update)

Update: Claudina is working on a survey/request to be issued by the State CIO asking departments to provide the name and contact information for a single point of contact for their department's webmasters. A meeting is planned for July 28, 2006 to present the IOUCA and HFI recommendations to state webmasters.

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ACTION: Develop a list of file types and versions that should be used for California web pages. The list should be prioritized by most desirable and focused on where we want to be in the future rather than where we are now.

Assigned To: Neal Albritton, Steve Branson

Due: August 1, 2006 (Update)

Update: Neal has completed the list of accessibility requirements for Adobe products; he will send to Debbie for distribution to IOUCA. Neal has scheduled a phone call with Troy Bare of Adobe this afternoon to set up a meeting next week to discuss California's accessibility requirements for Adobe products. Neal will meet with Lee to discuss other file types.

ACTION: Follow up on the feasibility of using GTC as a vehicle for ongoing technical training.

Assigned To: Claudina Nevis and Liz Mecham

Due: October 10, 2006 (Update)

Parking Lot

1. Frame the issue of application accessibility and usability.

Assigned To: Lee Macklin

Due: August 1, 2006 (Update)

Update: It was noted that many online applications are written by consultants; the state may not have the necessary skills to make changes. It was suggested that the two parking lot items be considered as Phase 2. IOUCA will need to work closely with CEAP on the two items. Lee Macklin and Neal Albritton will meet to discuss the issues.

2. Conduct high level research and frame the issue of accessibility and usability in regards to online forms.

Assigned To: Lee Macklin

Due: August 1, 2006 (Update)

Update: See above.

3. Content authors may benefit from training and instruction in writing for the web. There is a need for training for content developers. It may be beneficial if the IOUCA could identify these training needs. DHS offers web author training for readability, usability, and targeting information to the specific audience.

Open Issues

Debbie Schwartz

1. How can the state design templates for current technology standards while accommodating departments with a wide range of expertise and software tools?

The Review Board noted that some content management solutions can resolve this issue, but not all departments have strong content management systems in place. DTS is considering offering support. It was recommended at the IOUCA meeting on March 14th that we consider offering a resource gallery of images that can be used by any state department. It would be possible to offer a suite of templates using different color palettes that meet accessibility requirements. Before this can be decided, the issue of single look-and-feel for all California pages vs. multiple look-and-feel with common branding needs to be resolved at a higher policy level.

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2. How can California enforce the standards after adoption? ***How will California ensure the application of standards across departments and over time (quality assurance)?****[added 5/2] California will likely approach adoption from an incentive perspective rather than an enforcement perspective. An exception is Section 508 compliance, which is mandated by state and federal law.*
3. Should tools to implement standards (CSS, templates) be developed for current look and feel as well as new look and feels?
4. Guidelines are not always followed. Would it be better to develop standards only, but drive by level of compliance? For example,
 - Level 1 Standards: Minimal accessibility
 - Level 2 Standards: Moderate accessibility
 - Level 3 Standards: High accessibility*Departments could be encouraged to work toward improving their websites by qualifying for higher levels. The state could provide “paths to accessibility” and could provide training for each level.*
5. What skill sets will be needed to communicate, maintain, and implement the standards, guidelines, and tools the IOUCA is recommending?
6. How do we separate content from HTML (CSS only separates content from presentation)?
This can be done through master templates in Dreamweaver, content management systems, or hard coding. The team needs to determine if this is part of our scope.